



Woodventurers Grievance Procedure

Introduction

From time to time, you may feel unhappy with something at work. We feel that it is important that there is a clear and transparent procedure for such concerns or complaints to be dealt with both effectively and in a manner whereby anyone working for Woodventurers can feel comfortable raising such issues.

It is usually in the best interest of all parties to deal with any issues at an early stage to stop small issues from growing into more complex or serious ones. The following procedures are non-contractual.

Informal Procedure

If you feel able to raise any issues informally with the perpetrator or your co-ordinator, then such discussions can frequently solve issues quickly and effectively. However, if the matter is more serious, or the informal route has not solved the situation, or you do not feel it is appropriate to raise the matter informally, you should make a formal representation under this procedure.

If you are being harassed or bullied, this procedure is not normally the best way to raise such a matter, and you should use the procedures outlined in our Bullying and Harassment Policy, as this will be a more appropriate route to solving the problem.

Formal Procedure

If you wish to raise a formal grievance, it is advisable that you put the matter in writing from the outset. You should provide as much detail as possible about the nature of your complaint. The written complaint should be given to a member of SLT.

A meeting will be arranged with you as soon as possible to hear your grievance. It may be necessary to suspend the meeting to gather further evidence or to initiate a full investigation of the facts. We will aim to resolve the issue as quickly as possible and will not suspend the meeting unnecessarily.

At the end of the meeting, and after any necessary re-investigation, etc., we will consider all the evidence gathered. We will notify you, in writing, of our assessment and what, if any, action we intend to take to resolve the situation. The letter will outline who your appeal should be directed to if you wish to do so. We aim to notify you of the decision as soon as is reasonably practical.

Appeal

If you are unhappy with the outcome of the meeting and any proposed action, then you have the right to appeal. You should write to the person detailed in the outcome letter within seven calendar days of the date of the letter, outlining the grounds for your appeal. Appeals must be made in writing to Woodventurers Woodland Learning Ltd, Units 10/11 Broadway House, St Neots Road, Hardwick, CB23 7QJ.

Should you appeal our decision, we will then arrange to hear your appeal, normally within no more than fourteen calendar days after receipt of your letter of appeal.

Because of the size of our organisation, it may be necessary for the person who chaired your original hearing to hear your appeal hearing. Therefore, within your written appeal, it is important that you clearly state why you believe the original decision was unfair.

After full consideration of the matter, you will be informed, in writing, of the decision as soon as is reasonably practical and normally no longer than 14 days after the meeting has been held.

Right to be Accompanied

You have the right to be accompanied by a fellow staff member of your choice or by a trade union official at all stages of the formal grievance procedure and any subsequent appeal meetings.

It is your responsibility to arrange for the appropriate accompanying person of your choice to be informed of the matter and the dates of the hearing/s. If you wish a staff member to accompany you, you or the person concerned should notify us as early as possible so that we can ensure they can be released from their duties at the appropriate times. We wholeheartedly support the right to be accompanied, and any person who agrees to accompany a staff member at any grievance or appeal hearing will not be subject to any form of detriment.

Record-Keeping

If you choose to use the formal route to resolve your grievance, we will take notes of all meetings held, and these, along with any supporting evidence used, will be held on your personnel file. Details of any action taken will also be kept.

Version Number	4
Review Cycle	Every 2 years
Date of ratified policy	Feb 26
Date of Next Review	Feb 28 (in line with staff handbook) (2 year cycle)

Related Policies	Staff Code of Conduct/Safer Working Practice/ Tutor and Coordinator Manuals Safeguarding policy Safer recruitment policy Whistleblowing Policy Harassment, Sexual Harassment and Bullying Policy Employee handbook
Other Relevant Documents	Keeping Children Safe in Education (KCSiE): Sept 2025 Working Together to Safeguard Children: July 2018 Equalities Act 2010